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ABSTRACT

Changes are proposed for updating the curricula for office administration and secretarial science, the first being a name change for the department to Information/Word Processing or Administrative Sciences. Curricula (required courses and electives) are suggested for information/word processing--keyboarding specialist (one year certificate), accounting assistant (formerly accounting clerk), administrative assistant (1-year certificate and 2-year ATA degree), medical secretary, and clerical specialist/supervisor. Descriptions are then provided of courses and information/word processing units within courses. Emphasis is on identification of aspects that serve to make the students employable. These courses or units are included: keyboarding, machine transcription, filing and records management, electronic records management, information/word processing management, and office systems. Recommendations are made for hardware, including a shared logic system and stand-alone equipment. (YLB)

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UPDATING OF THE CURRICULA FOR OFFICE ADMINISTRATION AND SECRETARIAL SCIENCE

FINAL REPORT

Project No. 83-APJ(159)NB

Curriculum Development Project
Conducted Under Public Law 94-482

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December 1983

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RESEARCH COORDINATING UNIT
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INTRODUCTION

The developments in the field of information/word processing as it relates to equipment has increased cost effectiveness to the point that there are clear signals for this to be the wave of the future. The cathode ray tube, the random access retrieval capability of the floppy disk, the computer compatibility achieved through magnetic core or magnetic chip storage, and the high speed printers capable of handling the input from a number of text-editing typewriters are included in these developments. Currently approximately 20 percent of all "secretarial work" is being handled through some configuration of information/word processing equipment. Many possible arrangements of personnel and equipment, such as the cluster arrangement, have overcome some of the problems associated with the human aspects of the initial center concepts.

At the present time, the role of educational institutions is not clearly defined. Word processing CONCEPTS can and should be taught in both the secondary institutions and in institutions of higher education. Hands-on training on equipment can be justified in terms of outcomes and accountability to community dependant upon the job market. The job market in any metropolitan area at the present time warrants hands-on equipment training which is designed to meet that job market. This is especially so in the post-secondary or community college type institution. The kind of equipment that should be made available to students at Lower Columbia College is dependant upon the job market both in the Longview area and in Portland, Oregon. The rapidly increasing use of the more recent sophisticated equipment would indicate that

LCC should move into training on equipment that provides the greatest flexibility in terms of configurations and the greatest productivity in terms of turnaround time. Not only would this provide training with the greatest element of transfer but it would also provide insights into the enormous impact such equipment is having on office systems of all sorts. The tie-in with computers and with the latest forms of record storage can be fully appreciated and understood by the person trained to operate the most sophisticate hardware.

Generally, for systems larger than four text-editing terminals, shared logic systems are less costly than the same number of stand-alone word processors. One disadvantage of some stand-alone text-editors is that input and output are accomplished on the same keyboard. With shared logic systems such as Phillips Micom, Wang Information Systems, and Exxon Information systems, output is with a separate high-speed printer while the operator or trainee can go on to the next project.

A basic ingredient in all information/word processing/administrative support systems is the establishment of standards for measurement of output. The burden that such measurement placed on language skills, keyboarding skills, and proofreading are obvious. Measurement takes many forms from usuable stroke count to line count to document count. There appears to be a trend toward the latter. This measurement aspect of information/word processing has strong implications for any educational institution. Students must be trained to work under pressure. Students must be trained to pass placement tests which related to different levels of employment. For example, a keyboarding specialist in an information/word processing office should type (keyboard) at a minimum of 50 words a minute, produce a one page letter in five minutes, or produce 12 one page documents in an hour. A test of language skills would be essential for most positions, as well.

UPDATING THE CURRICULA FOR OFFICE ADMINISTRATION AND SECRETARIAL SCIENCE

As course content changes are being made, so must changes be made in course titles and in certificate program titles and prefixes. First the department should consider a name change to Information/Word Processing or Administrative Services. The latter indicates a broader curricula including bookkeeping and records management. The term secretary and secretarial science is rapidly dissapearing as a popular office position. The four-year program at Oregon State University changed from Office Administration to Administrative Management to correspond to the professional association of the same name.

Curricula should be (especially certificate programs) developed around current job titles. The following curricula suggest such changes. Current courses are in parentheses when appropriate.

Information/Word Processing--Keyboarding Specialist (One Year Certificate)

AS 101, 102*	(OFSC 101, 102, 103)	Keyboarding	(9)
AS 125	(OFSC 125)	Records Management**	(3)
AS 121	(OFSC 121)	Office Equipment	(2)
AS 103, 211	(OFSC 211)	Machine Transcription[1]	(6)
AS 140	(OFSC 140)	Business English	(3)
AS 111	(OFSC 111)	Information/Word Processing	(5)
		REQUIRED COURSES	(29)
		ELECTIVE COURSES	(16)

Electives are chosen from Administrative Services, Accounting, Business Administration, English, or other areas with the approval of an advisor.)

TOTAL CREDITS REQUIRED . . . . (45)

*Keyboarding must be taken for two quarters before the machine transcription courses may be taken. Keyboarding progress is based on an entry-level comptency basis and placement will be in the most appropriate level for each student.

**includes filing concepts, basic records administration AND electronic records management including hands-on equipment instruction of approximately 2 weeks or more of a ten week quarter.

[1]Includes pretranscription, machine transcription with hands-on experience.

Accounting Assistant

The only change in the current Accounting Clark Two-Year ATA Degree Program would be to change the title to Accounting Assistant (now more commonly used in modern CPA firms). However, course titles should be updated and might include more hours of electronic records management (AS 125).

Administrative Assistant (One year Certificate)

ENGLISH 101	English Composition	(3)
AS 140 (OFSC 140)	Business English	(3)
AS 101, 102) (OFSC 101, 102, 103)	Keyboarding	(9)
ACCOUNTING	Intro to Accounting	(5)
AS 121 (OFSC 121)	Office Equipment	(5)
MATH 154	Business Math	(5)
AS 151, 152 (OFSC 151, 152, 153)	Forkner/Speedwriting/ABC	(12)
As 125 (OFSC 125)	Records Management	(3)
AS _____	Dictation	(1)
		(46)

Administrative Assistant (Two Year ATA Degree)

First year same as One Year Certificate Program for AA (46)

Second Year

AS_____	Dictation	(3)
AS 111, 112 (OFSC 111, 112)	Information/Word Proc*	(10)
AS 260 (OFSC 260)	Office Systems	(5)
AS 125 (OFSC 125)	Electronic Records Mgt	(5)
AS 288 (OFSC 288)	Cooperative Work Exper.	(5)
AS 289 (OFSC 289)	Coop. Seminar	(1)
ACCT or BSAD ELECTIVES	OFSC 211, 212	(3) or (5)
HEALTH 106 or 100	General Hygiene	(2) or (3)
HUMANITIES/NATURAL SCIENCE ELECTIVE		(5)
SOCIAL SCIENCE ELECTIVE	(Human Relations	(5)

*Includes concepts as well as hands-on training.

Students who have the equivalent skill requirements of courses from high school, business college or other colleges may substitute other AS courses with the approval of the advisor. A minimum of one quarter of keyboarding must be completed at Lower Columbia College.

Medical Secretary

Basically the curriculum should remain the same except to decrease the shorthand and require an anatomy (science) course. The filing and records management course should include some hands-on training with electronic records management. One of the social science electives should be a beginning psychology course.

Clerical Specialist/Supervisor

This program is a two-year program complementary to the Information/Word Processing--Keyboarding Specialist. The term Clerical, however, should be eliminated. Other employment opportunities for information/word processing such as editor or proofreader, or supervisor should be considered. The second year of editor, proofreader should include more English courses, and a course in proofreading skills (1-2). For the Supervisory preparation, a course in supervision (BSAD) and one in Information/Word Processing Management which is basically a lecture/discussion course. Other electives such as Payroll and Accounting courses should be included. Upgrade skills courses such as I/WP management should be implemented to better serve the community. Office Systems, facilities, feasibility studies, etc. receive a great deal of emphasis in such a curriculum.

Information/Word Processing

Job decriptions have not been standardized either in the document production phase of information/word processing or in the administrative support aspect. A common designation of administrative centers is WP/AS to designate the two major functions of document preparation and administrative support (non-typing functions). The following identifies aspects of courses which serve to make the student employable at each level.

LCC Courses and Information/Word Processing Units Within Courses

Keyboarding 101, 102, etc.

A very special part of keyboarding 101 and 102 at LCC should be timed production. The timed production aspect of this program is designed to cement in formats, parts of letters, editing capabilities, and the ability

to work from very rough handwritten materials under timing. In view of the all-pervasive measurement of productivity in both document production and administrative support, the importance of timed production cannot be overstated. The goal of the student in Keyboarding 102 should be to edit, punctuate, and capitalize very rough letters at the rate of one mailable letter every ten minutes using acceptable correction methods. The goal represents a gradual transition from producing mailable letters, tables, and manuscripts from unarranged typed and handwritten rough drafts to rearrangement of materials requiring a high degree of judgment. Gradually increasing pressures should be built into these courses through increasing the level of difficulty in materials (from those requiring a great deal of copying to those requiring a great deal of thinking). Testing materials should be developed in combinations to represent the amount of work that should be achieved in 50 minutes.

With a total of seven 20-minute timed productions on business letters and a minimum of three tests in each of the two courses, all of which are under timing, the student should be well prepared to face whatever form of measurement may be used in the information/word processing work world.

The former typing 103 should become a pre-transcription course. This pretranscription course should be designed to develop the student's potential as a compentent transcriptionist through diagnostic testing and concentrated review and reinforcement of basic transcription skills, with emphasis on punctuation, spelling, grammar, proofreading, and related skills. The student should transcribe from rough hand-written drafts, as well as from recorded dictation and/or shorthand notes.

Machine Transcription--AS 103, 211

Student is required to transcribe from voice or tape 90 letters in rough draft form without the use of transcripts at any time and will provide all punctuation, capitalization, and appropriate number expression. Ten letters in addition will be transcribed in mailable form. The student's goal should be a transcription certificate of six mailable letters of average length and difficulty per hour.

All materials used in this course should contain no dictated punctuation with the exception of paragraphs. The student should dictate a series of sentences based on his or her own errors and be required to transcribe these correctly. Transcription skills are the core of the traditional program as well as prime requirements of the information/word processing world. They cannot be overemphasized. Remedial excerises to improve proofreading, spelling, and grammar should be planned into the course. There are some excellent prerecorded cassettes available for such a course or courses as this.

Filing and Records Management and Electronic Records Management

This course should include the impact of the merging fields of information/word processing and data processing. The stuent should work with the life cycle of a record (from its creation, through processing, checking, maintenance, and protection to its disposition). Emphasis should be placed on the role the records manager plays in today's paper-flooded society and the resulting career opportunities. A study should be made of record control programs in all types of organizations from the small individually owned business to large corporation as well as governmental units. The electronic Records Management should be hands-on experience using records management software of the Apple and other equipment with this capability. Some electronic records management software should be used such as accounts receivable and payroll. As well, such jobs as controlling classes and scheduling for the Dean's office should be included when appropriate.

Information/Word Processing Managemert

This course should include the methods of needs assessment, planning for change, leadership, work flow, layouts, and information/word processing facility landscaping.

Office Systems

There are excellent simulation packages available for teaching office systems. Included are routing common business forms, keyboarding common correspondence, handling mail, and the creation of good will through effective telephone service. These courses are modified Secretarial procedures courses with more emphasis on a systematic approach to the office procedures.

An advanced course would require the student to compose routine correspondence, do research, abstract and assemble data in a variety of arrangements, arrange for meetings and conferences, and exercise judgment in responding to typical office situations. The student learns to employ accepted techniques in handling typical administrative level duties such as the originating and processing of records and reports, the making of executive-type decisions, the development of policy and procedures manuals, the planning and organization of meetings and seminars, the use of good dictation techniques when dictating to a machine or a secretary, and the solving of problems involving interpersonal relationships.

EQUIPMENT

Hardware selected should meet the future needs of the community and the work area (including Portland) and have the flexibility necessary to serve a large student population. The amount of training time required and the transferability of that training to other makes and models of editing typewriters are key considerations. All of this indicates the need for a shared logic system. Typically such a system contains a CPU (Central Processing Unit) four to eight text-editing stations with floppy disk storage and two to three high speed independent printers. The configuration should permit eight students to input simultaneously with the high-speed printers providing output. This configuration is excellent for an educational institution.

Other features deserving of consideration include global search, dictionary, automatic page numbering, scrolling, and text and file merging. Some form of automatic line count would be a significant feature. Two important criteria should be the reputation of the vendor and the service considerations. Suggested shared logic equipment would be Wang Information Systems, Phillips Micom, and Exxon Information Systems equipment.

In addition, training should be given on the Corvis disk which has been purchased for mainframe information/word processing understanding.

Two other stations should be stand-alone equipment (stand alone equipment is self contained). With the new apples that have been purchased, this should bring the workable stations in the Word Processing (should be renamed Information/Word Processing) Lab to 20 with the Corvis disk being optional. Stand alone equipment purchased or leased should be tied to the employing community. Suggestions are IBM Display Writers; Exxon Information Systems stand-alone equipment, and CPT 6000 (single disk) or 8000 (double disk) equipment. Equipment purchased should be dedicated word processors but with

some data processing capabilities for the records management course. Most equipment has this capability if requested.

The shared logic equipment will cost around $30,000; the stand-alones around $10,000. A proposal for equipment should list the mandatory and desirable features for equipment. Proposals should be obtained from three or more companies and equipment should be evaluated in terms of dollars per feature.